

Team Manager Voice

Vera Atkinson-Padmore

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Empowering our Providers

Date 30/09/2025

Case Study

Protected Characteristics under the Equality Act 2010

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy & maternity
- Race
- Religion and/or belief
- Sex
- Sexual orientation



The Case study will be used to facilitate conversations of when staff experience behaviors from the cared for which is a protected characteristics under the Equality Act 2010.

Background

**Pearl lives with her son. She is 55 years old white female.
Recently relocated to Essex from Norfolk to live with her son.**

**To meet her eligible assessed needs ECC has commissioned 15
hours Dom (LAH) per week.**

**There is also 4 hours carers support/week. This is split 2 hours
on Mondays and 2 hours on Fridays.**

Incident

On Friday morning carer attend to support Pearl. There was a new staff member shadowing. Pearl asked the staff “have you come over on a boat?”. The carer told Pearl that her comment was inappropriate and that if it happened again, she would leave. Pearl repeated her comment again to the new staff member. The carer completed the task ensuring Pearl was safe and left with the new staff member.

Interactive discussion

Have you had similar experiences?

Provider gave 28 days Notice to ECC to terminate the care package currently in place for Pearl.

Reason for notice – Verbal abuse directed at staff including Racial and hurtful comments.

Adult Social Care Response

Professional Meeting

WHAT NEXT?

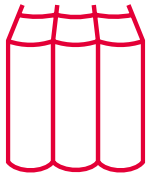
Actions



Professional Meeting Arranged
invited to this meeting. Care
Provider Manager. Operational Team,
Procurement Manager

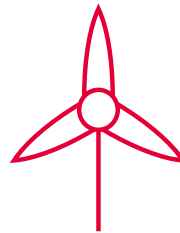


The new starter was not deterred
from joining the agency. As a Staff
member who was subject to verbal
and racist comment, they would not
be sent back to support Pearl

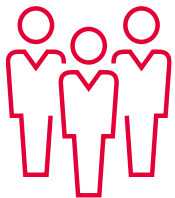


Purpose for Provider to have
opportunity to discuss the incident.
To be supported by ECC

Identify/agree plans going forward.



ECC would undertake a review.
There would be full transparency
when seeking to re commission care
of the incident.



In that meant Provider shared they
had followed their internal process



Practitioner to have conversation
with Pearl specifically around ECC
Dignity and Respect Statement. The
incident will also be raised formally
via Mysafety Reporting

Points to think about during the tabletop exercise:

- 1 How are you dealing with these incidents?
- 2 How confident are you having these discussions?
- 3 Professional Meetings
Would these be helpful?
- 4 What do you find difficult?
- 5 Is there anything which is new information for you?
- 6 What would you do different?
- 7 Have this been helpful?
- 8 Any new learning?

Thank you

We continue to be involved with Pearl

Appreciate your engagement with this case study.

Link below will take you to ECC Dignity and Respect Statement.

<https://www.essex.gov.uk/get-social-care-help>



Conclusion

Tabletop Exercise

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Tabletop Exercise Questions

Question 1

Can you discuss and share if your staff experience discrimination on grounds of race gender religion etc?

Question 2

How do your organisation support your staff with the impact this has?

Question 3

How can Adult Social Care assist your organisation with this?